BUSINESS FUTURE
C O N S U L T!N G

Design Effective Training Interventions
By See Teck Meng

BACKGROUND

Training is often the first-option solution to any performance issue at the workplace. Besides training, there are other contributing factors to an organisational performance; the absence of proper support through policy and procedures, resource support or motivation of the staff through comprehensive human resource processes such as compensation. Training should only be considered when the performance gap is attributed to a lack of knowledge, skills or attitudes required for performance. The introduction of new support or resources, work processes, hiring processes or compensation may lead to a need for training. For performance and results to be sustained in the organisation, there is a need for a thorough analysis of the issues affecting performance before recommending the training intervention.

COURSE OVERVIEW

The workshop will cover short lectures and discussions for the following topics:

- Factors which affect performance when striving towards organisation's goals.
- Identification and analysis of data for causes of performance gaps.
- Identification of possible solutions and selection of a preferred solution.
- Examination of the training needs for implementation of the selected solution.

LEARNING OBJECTIVES

The aim of the workshop is to equip participants with the processes to analyse the contributing factors for a performance gap at the workplace before proposing alternatives to resolve the issue. The need to select a preferred solution amongst the proposed alternatives is in recognition of economic constraints or other limitations affecting the effective implementation. The selected solution is then converted to a plan for implementation.

At the end of the workshop, the participant is able to design effective training interventions by:

- Identifying causes for performance gaps.
- Identifying purpose and goal(s) for performance improvement.
- Identifying and selecting preferred solution for performance gap.
- Planning and implementing training for the selected solution.

LEARNING METHODOLOGY

The workshop aims to equip participants with skills and knowledge which are relevant to their workplace so that they can apply them immediately. Besides the lectures and discussions, group activities will enable participants to apply knowledge gained to suit own organisational needs by identifying:

- Factors which affect performance when striving towards an identified organisation's goal.
- Ways to collect and analyse data for causes of performance gaps.
- Possible solutions and selection of preferred solution based on set of criteria.
- Training needs for implementation of the selected solution.

TARGET AUDIENCE

Suitable for managers and trainers who are required to examine and recommend training to resolve performance issues in the organisation.